

MTAC Workgroup WG #161

Workgroup Title: Full Service Single Source ACS Chargebacks

Expected Date of Completion: 02/28/14

Workgroup Originator: John Whittington – MTAC Representative for The Association of Magazine Media

Workgroup Issue Statement:

Mailers who participate in Single Source ACS (SSACS) have noticed a significant and costly amount of monthly SSACS Chargebacks. The PostalOne!/SASP systems control what constitutes a chargeback. It has been determined that many of these chargeback transactions are invalid. Some contributing factors have been identified, but not fixed. Other chargeback transactions cannot be explained.

Impact on Other Issues/Procedures

The chargeback transactions require additional resources on both the Industry and the USPS to ascertain their validity. There is additional time and resources spent on both parties when it is determined a refund is due. Within the third party ACS business industry, not having clear reasons for the chargebacks puts the businesses at financial risk and influence whether SSACS is offered. Additionally, those companies participating in Full Service ACS, but not SSACS, are not being provided all the transactions for which they qualify. Whether a company ceases to use SSACS or only uses Full Service ACS, they and the USPS are at risk of having more UAA mail in the system.

Desired Results:

Note: the expectation and desired results for this Workgroup are only for correcting and improving the chargeback file process. The other aspects of SSACS such as combining the three ACS products into one file and providing comprehensive data have been working well and should be continued.

1. Discuss/Document SSACS chargeback process
2. Determine the contributing factors to the SSACS Chargebacks.
3. Distinguish which chargebacks are invalid.
4. Determine the root cause within the mailer's supply chain of valid chargebacks.
5. Identify system issues and provide recommended enhancements.
6. Resume SSACS Chargeback billing after issues have been addressed and approved by the workgroup members.

Area of Focus: Payment & Acceptance

Workgroup Sponsors:

- Pritha Mehra
- Angelo Anagnostopoulos
- Dale Miller

Recommended Workgroup Leaders:

- USPS – Kevin Bray, MEPT
- Industry – John Whittington, MTAC Representative for MPA